

# LIBRARY SERVICE NEEDS

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## IV. CORDELIA LIBRARY SERVICE NEEDS

### A. EXECUTIVE SUMMARY

Residents of the Cordelia area need physical access to a library facility centrally located within their immediate service area. Children and their parents and teens, in particular, are effectively disenfranchised from access to library service. The Fairfield Library, located in central Fairfield, eight miles to the east of central Cordelia, is too remote to serve the community's needs. Access to the Fairfield Library is further hindered by continuous freeway and local street traffic congestion caused by regional transportation and commute patterns that affect the Cordelia area. The service area's children and youth, which make up thirty-three percent (33%) of the population, are particularly impacted by the inaccessibility of library service. Student success rates on major standard tests, such as the California High School Exit Examination, are diminished by restricted access to library resources. Students are also less able to become effective members of the work force due to limited exposure to career-oriented training and resources.



*Automated/New Service Approach*

A library facility of approximately 17,000 square feet is needed to meet the community's needs through 2020. A facility of this size would provide 0.67 square feet per resident. While this target is slightly less space per capita than the 0.76 square feet per capita recommended by the Solano County Library Facilities Master Plan, it is well within the recommended range suggested by library planning authorities such as Joseph Wheeler (0.6 – 0.65 sf/capita for populations of 10,000 to 35,000) and will offer Cordelia residents the services they need and desire. See *Appendix J*.

The library services needed by the community include access to a well-rounded, up-to-date collection of books, magazines and audiovisual media for adults, teens and children, ample seating at study tables and lounge chairs, for individual and group use, public access computers to support a variety of uses, access to trained information services librarians, focused services to teens as well as programming and meeting room space.

A 47,000 volume collection of up-to-date, well-maintained print and audiovisual materials is required to support community needs by the target planning year of 2020. This collection will offer a service level of 1.85 volumes per capita. This service level does not factor in the Library's rapidly growing collection of online information resources, which is playing an increasingly important role in the Library's reference resources and, more recently, its circulating collection. Audiovisual materials – compact discs, DVDs, videos, books on tape and on CD as well as new AV formats that are in demand – need to make up approximately 20% of the overall collection.

Adequate reader seating capacity, for individuals and for small groups, is of paramount importance. 115 seats – 91 reader seats and 24 group study seats – are recommended, to provide a service level of 4.5 reader seats per 1,000 people

served. This target actually exceeds the recommendation of the Solano County Library Facilities Master Plan (3.0 seats/1,000 people). The group study seating capacity matches that level recommended in the Facilities Master Plan.

Computers are required - for individual use, for training classes and to support the Study Skills program provided jointly by the Library and the School District. Forty public access computers are recommended, to provide one computer for every 634 residents, which exceeds the recommendation of the Facilities Master Plan (1.0 computer/1,000 people).

A community meeting room is essential. The community currently has no access to available meeting room space. Space for meetings of up to 75 participants is recommended.

Children's programming will be a major feature of the Library's service program. In this family-oriented community, space is needed for audiences of as many as 35 children and their parents in a dedicated children's programming space.

### **B. OVERVIEW OF CURRENT LIBRARY SERVICE**

The Cordelia area community is served by the Solano County Library. The County Library currently operates six facilities, two located in Vallejo and one each in Fairfield, Suisun, Vacaville and Rio Vista. Through the County Library, residents also have access to the resources of the five other Bay Area libraries that are members of the SNAP (Solano, Napa and Partners) Consortium. Those libraries are the Benicia Public Library, Napa City-County Public Library, Napa Valley College Library, St. Helena Public Library, and Solano Community College Library. The Dixon Unified School District Library District Library is slated to join SNAP effective July 1, 2003.

With the passage of Measure B in 1998, which increased the local sales tax to provide a dedicated 1/8 of a cent to library services throughout the county, Solano County Library has been able to significantly improve services to its 352,300 customers. Service hours have increased more than forty percent (40%) in the past two years. Collections have been revitalized with purchases of over \$1,000,000 in books and audiovisual media. The collection county-wide offers approximately 562,000 volumes, supplying 1.7 volumes per capita. The Fairfield Library, the library facility that is geographically closest to Cordelia, offers 141,000 volumes, providing only 1.5 volumes per capita to the entire Fairfield population. Seating capacity at the Fairfield Library is in high demand, at 1.9 seats per 1,000. The Fairfield facility offers 37 public access computers, an average of one computer per 2,000+ residents. The Fairfield Library's community meeting room is in constant use, and the children's storytelling program is an ongoing, primary service.

Numerous Cordelia residents travel to the Fairfield Library as often as they can. Many residents reported, however, that the travel time required, compounded by the relentless traffic congestion between their homes and the



Computers

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Fairfield Library, inhibits their library use. For many Cordelia area residents, their library access is effectively denied. Remote access via their computers at home allow them to check the catalog, reserve materials and consult online information tools made available through Solano County Library's online system. All activities that require physical access to a library facility, however, are difficult and time-consuming.

## C. COLLECTIONS AND SHELVING

The Cordelia area community needs access to a collection of materials in a variety of formats that appeal to all ages, from toddlers to older adults. Overall, the community is literate and generally well educated. A high percentage of the population is students enrolled in elementary, middle and high school grades. Education and reading have been demonstrated as a prime value among community members. The overall population is predominantly English-speaking, although Asians and Hispanics make up approximately 28% of the population.

A 47,000-volume collection is recommended to meet the needs of the projected population of the Cordelia area. A collection of this size will offer the 2020 community 1.85 volumes per capita. This represents a departure from the collection service level recommended by the Solano County Library Facilities Master Plan, which targeted 2.87 volumes per capita. The reduction results from several factors that emerged subsequent to the completion of the Master Plan as well as several issues that are unique to Cordelia:

- The County Library continues to increase its collection of online reference and information resources. It is difficult to quantify the number of "volumes" these tools represent, but it is evident from the amount of use these tools receive that the print collection no longer needs to be held to the traditional size standards.
- A sizable percentage of Cordelia's working adults commute to Fairfield, Vacaville and other Solano County cities and do use the existing libraries while they are there. The Fairfield Cordelia Library, while it will be a full-service facility, needs to emphasize collections that appeal especially to residents who are not mobile – children teens, older adults and non-working adults.
- At the end of this year, the County Library inaugurated increased intra-library vehicle delivery service from daily to twice-daily delivery to most outlets. By the time the Fairfield Cordelia Library opens, this service will be firmly established. Cordelia customers will have access not only to over 1,000,000 items available via the SNAP consortium but also one to two deliveries per day. Independent of the future of transportation congestion in the County, Cordelia residents will have their materials delivered to them rather than having to drive to another community to pick up their needed materials.



**Table 22. Allocation of Collection**

Collections	Percentage of Collection	Volumes
Adults	55%	20,900
Children	40%	15,200
Teens	5%	1,900

Forty percent (40%) of the collection, or 15,200 volumes, should be allocated to children's books, five percent (5%), or 1,900 volumes, to books for teens, and the remaining fifty five percent (55%), or 20,900 volumes, directed toward adults. The reasons for this distribution are as follows:

The collection of materials must include a well-balanced selection of books, including popular recreational reading, non-fiction titles for children and adults to fill both school-related and individual research needs and a wide range of titles that address current areas of interest. Some of the subject areas noted by community members that need to be emphasized include health and fitness, the environment and the natural world, California history, world travel and cultures represented within the community, current literature and poetry. This is a community with wide-ranging interests and a thirst for knowledge. The library collection must respond.

### Student Needs in Cordelia

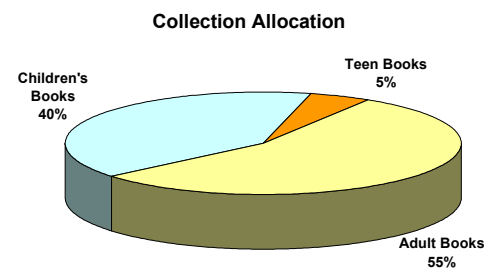
Students will use the collection heavily throughout the school year. Multiple copies of non-fiction titles on curriculum-related topics are needed to meet demand. Copies of titles on related topics are also needed, to supplement basic works and support students whose interest has been piqued by their studies. The County Library's overall collection, as well as the book resources of the entire SNAP consortium (Solano Napa, and Partners), will be an additional resource for these students.

Teens in the Cordelia area need access to information that will help them make appropriate career choices. Although the high school library offers a basic selection of career guides, it is not comprehensive. There is no central, focused center for information in the Cordelia area that is easily accessible by this age group. Solano County Library and the Fairfield-Suisun Unified School District are developing a jointly-managed career information center for teens that will be located in the public library. The collection will have a secondary benefit in that it can be accessed by the entire community, to assist working adults, as well, in making career decisions.

The community has shown a strong interest in reading new and popular materials. A generous supply of current bestsellers and high-interest titles is needed to respond to this interest. These titles need to be displayed on high-profile, merchandising shelves, similar to those used in well-appointed book stores, to facilitate serendipitous browsing.

Young children under 5 years of age make up almost 9% of the population.

Community Library Needs Assessment – Library Service Needs



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These youngsters and their families need access to a solid browsing collection of picture books as well as board books, ABC and counting books to establish good reading habits at an early age. These collections need multiple copies to ensure that the classic titles are available on a continuing basis. The collection needs to be housed on low (45" high) shelving with shelf dividers to allow young children to easily browse through the shelves.

The collections for adults and teens should be housed on full-height (72" to 84" high) shelves, with sufficient shelf space to require no more than 75% to 80% of each shelf to be filled. Shelving on the base shelf should be used sparingly.

A substantial collection of audio and video materials is needed in addition to the book collection. The community input included numerous requests for increased Audio-Visual (AV) collections – videos, DVDs, music compact discs (CDs), books on tape and on CD were all requested and considered important. A total of 9,000 AV items is recommended to meet the needs of the projected population of the Cordelia area. Many community members commute long distances to work. They now obtain books on tape and on CD from other libraries and listen to them regularly as they travel. Such a collection at a library located in the Cordelia area would be in constant use.



Teens and adults commented on the desire to borrow videos and DVDs. Both formats are needed, and will continue to be needed, for several years. As digital video formats continue to take a more dominant place in the community, the collection can be adjusted increasingly to DVD or a successor format, should that evolution occur.

An awareness of the community's growing ethnic diversity was expressed most clearly among the community's teens. The collection needs to respond to this diversity by including print – books, magazines and newspapers - and AV material in languages represented in the community as well as materials that offer examples of different ethnic groups' culture and heritage, cuisine, literature and art. Magazines and newspapers published in the countries represented in the community also need to be included in the collection.

Cordelia's adult population is mobile, holding jobs throughout the Bay Area. A collection of out-of-town newspapers is needed to match the population's regional scope of interest. In addition, a substantial collection of current journals is needed, to complement the book collection described above, and offer more breadth and currency of coverage than the book collection alone can offer. Current magazines will also be used by the student population for research and homework assignments. A total of 191 current titles is recommended to meet the community's needs. This represents 7.5 titles per 1,000 people served, a level somewhat lower than traditional planning standards, most notably the Wisconsin Public Library standard (11 titles per 1,000 people for a community of Cordelia's size). The increasing importance of online (Internet and Library



online system) current awareness resources has diminished the need for a paper-based periodical collection of the size historically recommended.

*Appendix K1* outlines the overall collection growth plan for the library. *Appendix K2* provides the specific shelving recommendations for each part of the collection.

### D. SEATING

The community needs appropriate physical space at the library to use the collection and other resources offered at the facility. Ample, comfortable and varied seating is an essential service need. The following types of seating are recommended to meet the community's needs:

#### 1. Study seating

Adults, teens and children all need access to study seating that includes sturdy but comfortable chairs at 4-place tables. This seating needs to be distributed conveniently throughout the public spaces to allow easy access between study locations, the collections, the computers and other amenities such as the copy machines. All reader seating needs to be wired to accept customer-supplied laptop computers or other handheld devices, both to allow electrical plug-in and allow access to the Library's online system.

Study seating is needed not only in the open access areas of the facility but also in acoustically enclosed rooms for use by small groups, from two to six or as many as twelve people who need to meet and work together on projects.

Conversely, there is a need for one-place study carrels, for individuals who need a quiet environment in a separate, possibly enclosed space.

#### 2. Reader Seating

Seating is also needed for casual, comfortable reading by individuals. Some of the study seating may in fact be used for this purpose. In addition, seating at lounge chairs, perhaps but not necessarily upholstered, is needed. Some of this seating should be located in an area targeted primarily for adults, at some remove from main paths of travel or more active spaces, such as the children's or teens' areas.

Comfortable lounge seating for parents and young children to sit and read together is also required, in spaces within the children's area.

#### 3. Children's Seating

In addition to study seating at four-place tables in the area for elementary school-age children, there is a need for toddler-sized tables and chairs in the picture book area.



Study Carrel Seating



Reader Seating

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One hundred fifteen (115) seats are needed to meet the community's needs – ninety one (91) reader seats and twenty four (24) group study seats. This will provide 3.6 reader seats per 1,000 people served, a service level that exceeds the Facilities Master Plan target of 3.0 seats per 1,000, and matches the Plan's group study seating capacity (24 seats – the mid-range target). The high target for reader seating supports the anticipated high use of the facility by students and children, especially after school, during the evening and on the weekend.

*Appendix L* outlines the specific seating recommendations and shows the distribution of seating recommended among the various spaces of the proposed library.

## **E. TECHNOLOGY AND INFORMATION SERVICES**

Every person in the Cordelia area needs access to information, current, reliable and responsive to each individual's life situation. The demographic profile reveals a community of information seekers: students from first through twelfth grades, parents, business people and adults in the work force, community activists, environmentalists, local historians.

Community informants have reported an ongoing perception of isolation, not only the geographical and physical isolation that the community's location fosters, but also a social isolation caused by the lack of community infrastructure and the constant traffic flow. Technology offered in an inviting atmosphere, in a freely accessible community gathering place, would give the community an immediate and powerful connection to the rest of society and to the world.

Computer technology will be integral to many of the services needed: study and research assistance, access to materials not in the library's on-site collection, email and Internet access for all ages.

The Career Center computers will be outfitted with career guidance software. In addition, its computers will provide online access to pertinent websites and other resources and to provide word processing software for practice in preparing resumes and job applications.

Customers will also need on-site access to trained, service-oriented staff who can assist them in finding the information and materials they need, in both print and online formats, to orient and train customers in search strategies and research skills, to assist with homework assignments. Information service staff must be assigned to the facility on a regular basis, positioned to be highly visible and trained to be highly responsive to customers' needs.

In addition, the community needs direct access, via electronic means, to information specialists who can help them find the information they need that is not accessible via the local library. This new service will be located at another library in the Solano County Library system. Reference specialists will respond to customer information inquiries from throughout the county, by toll-free

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telephone, email and fax. Customers may elect to use their own computers at home or the office, or one of the library's computers at any library service outlet.

The community needs regular opportunities to participate in training events and classes at the library, to improve their information searching skills and their information literacy level. Dedicated training space is needed, equipped with computer workstations for one-on-one and group training.

A total of 40 public access computers are recommended for the library – 20 in the open access areas for adults, teens and children. An additional 20 computers located in a computer/study skills center are also recommended, to meet the training and tutoring service needs of the community. The center should be designed with great visibility from the general public space, so that when training is not underway, customers may enter the space at will to use a computer on an individual basis.

Forty computers for Cordelia provides one computer for every 634 residents (by the year 2020). This service level is based on current best planning practice among California libraries, which calls for one computer for every 750 to 1,250 people served. Solano County Library's [Facilities Master Plan](#) calls for one computer per 1,000 residents. The Cordelia community will need a higher ratio, to support both expected general customer use and to accommodate the planned Computer/Study Skills Center, one component of the joint-use project that the Library and the School District have developed.



*Meeting Room*

### F. PROGRAMMING AND MEETING ROOM SPACE

One of the most basic service needs that emerged from the community analysis was the need for a sense of community. The library can support this need through an active, multifaceted programming effort. Programs for adults, for teens and for children and families have the potential to be wildly successful if they are well-advertised and are scheduled thoughtfully to coincide with community work and commute patterns. For example, preschool storytelling programs should be offered during the day and during an evening time slot and/or on a Saturday. Teen programming will find a lively audience if program themes are tested with the teen population, perhaps by means of a council of teen advisors or by discussion with the librarian and other staff at Rodriguez High School. Simultaneously programming for both older and younger children, while requiring a major staff effort, would attract families with several youngsters.



On a broader level, the community is in the process of organizing itself. Clubs, cultural, sports and social organizations are beginning to emerge, or Cordelia-based branches of existing organizations in Fairfield are being formed. The proposed library's meeting room and perhaps the group study rooms will provide venues at which these nascent groups can meet. The library could be perceived as a "petri dish" in which the emerging Cordelia community is nurtured and grown.



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A meeting room with seating capacity to accommodate up to 75 when seated auditorium style, or up to 40 at classroom style tables, is recommended. This size audience will support the types of programming envisioned for adults and teens as well as the anticipated audience size at future community organizations' meetings and programs.

A separate space within the children's area for storytelling is recommended, with open floor seating for up to 35 children and stroller parking. Not only will this additional space help to meet community need, it will also greatly support anticipated community expectations for programming in the new building. A single space for programs will not be enough to match needs or expectations.



- Suisun Valley Elementary
- Nelda Mundy Elementary
- Green Valley Middle School
- Rodriguez High School
- Oakbrook Elementary
- Proposed Middle School Site (2004)
- Proposed Elementary School (TBA)

## G. SCHOOLS' LIBRARY SERVICE NEEDS AND STUDENT SUPPORT

Each of the schools located in the service area has a school library, staffed by District personnel. Teachers and administrators reported that their most serious unmet library service needs were the inability to make library resources available after school or during the weekend, the limited hours of library media teachers and difficult schedules of the teaching staff which create a barrier to their ability to work cooperatively with the library media staff. All educators expressed a desire to see library service accessible to their students during the evening hours and on Saturdays and Sundays, if possible.

The District has made improvement of academic performance its highest priority, to support students' ability to achieve and to become successful in their post-secondary education and in their chosen careers. The strategic goals adopted by the Fairfield-Suisun Unified School District Board of Trustees for 2002/03, excerpted below, reflect these priorities:

The Board of Trustees endorses a standards-based curriculum system and expects to see full implementation of a standards-based program of curriculum, instruction and assessment in all schools and classes.

- Every school in Fairfield-Suisun Unified will meet its Academic Performance Index (API), including targets for all student groups.
- By 2005 fifty percent (50%) of Fairfield-Suisun Unified seniors will have completed the course sequence necessary for admission to UC/CSU.
- By 2007 sixty percent (60%) of Fairfield-Suisun Unified high school students will be enrolled or will have completed three classes in a designated certificate program.

Rodriguez High School, which opened in Cordelia in Fall 2001, has already initiated several steps to meet these goals. This year, it has surpassed the State-mandated 64,000 instructional minutes required per year, offering a total of 65,406 minutes. The school has initiated several parent and community



partnerships including a School Improvement Program, Gifted and Talented Education, AVID (Advancement Via Individual Determination) and Special Education Workability. In 2002/03, the school will offer two certification programs in the health/medical and the web design fields, both of which will provide students with work opportunities in the community.

### **Library, City, and School District Collaborative Projects**

The Library, the City of Fairfield and the District have developed a pair of joint-use projects to support the schools' service needs and priorities. First, a Computer/Study Skills Center is being planned that will offer students a defined and rigorous instructional program to improve information literacy, to support improved academic performance and testing success. The study skills curriculum will focus special attention on helping students improve their High School Exit Exam scores. The District hopes to use the Center as a model program that, if successful, can be expanded to include participation by students at the District's other two high school campuses.

The second project will be a Career Center located in a central position within the Fairfield Cordelia Library. This center will be designed to support student job-readiness and enhance their ability to be successful members of the adult work force. Plans are underway to link the center to Rodriguez High School's certification program, which will offer internships in health and medical fields and in the field of Internet website design, starting in the Fall of 2003.

The Computer/Study Skills Center will hold three information literacy study skills classes per year at the Library, using the facility's Computer/Study Skills Center and meeting room to conduct the classes. Each class will include 13.5 hours of class time. The classes will be targeted toward middle school and high school, taught by credentialed teachers from the Fairfield-Suisun Unified School District. The School District will also provide age-appropriate educational software for use by the classes that will be installed on all twenty computers in the Computer/Study Skills Center. The County Library will provide the computers, as well as technical maintenance of the equipment and staff to manage student use of the equipment and other software programs. The Study Skills classes will be scheduled to ensure that the Computer/Study Skills Center will be closed to the public no more than five hours per week while classes are in session.

The Career Center will be a dedicated space within the library that will contain shelving for materials that assist high school students and their families make informed decisions regarding career choices and college selection. The School District will also provide guidance software that will be mounted on the library's computers and will provide counselors to conduct two student/parent outreach meetings in the Fall of each year, held at the library in the Meeting Room. The library will conduct follow-up meetings aimed at the same target audience to provide financial aid planning information to college-bound students and their families. The County Library will also install software programs such as word processing and resume writing on the Fairfield Cordelia Library's computers.